

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, April 3, 2019

2:00 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

March 6, 2019

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

None

7. UNFINISHED BUSINESS

A. New Administrative Policy (18-0095)

8. NEW BUSINESS

A. [19-0092](#) Customer Service Management

Sponsors: Gabon

Attachments: [Customer Service Management](#)

B. [19-0093](#) Customer Service Metrics

Sponsors: Gabon

Attachments: [Metrics-3.29](#)

C. Wrap Update

Sponsors: Jones and Peckinpaugh

Attachments: [WRAP Update for BOWC - 04032019](#)

D. Planning Calendar

9. OTHER MATTERS

10. NEXT MEETING

May 1, 2019

11. ADJOURNMENT